January 2014 FNS WBSCM Newsletter

Web Based Supply Chain Management

USDA · WBSCM

WBSCM News & Updates

WBSCM Browser Compatibility

WBSCM is certified to function with Internet Explorer 7 (IE7). The WBSCM application is undergoing a Technical Refresh to be completed in 2014 that will include support for newer versions of Internet Explorer as well as for other popular browsers such as Chrome, Firefox, and Safari. We will be providing more information on this subject in the coming months. . Other popular browsers such as Chrome or Safari may function correctly but are not WBSCM certified. WBSCM support technicians cannot help troubleshoot problems with browsers other than Internet Explorer (IE).

WBSCM will usually function correctly with other versions of Internet Explorer if they are set in compatibility mode. There are some operations in WBSCM that will not work correctly even with compatibility mode established. In these instances it is recommended the user revert to the next lowest version of IE until able to successfully connect and perform system functions. For example if the current version on the computer is IE11 remove it and install IE10. Information about downgrading versions of IE can be found at the following link:

http://windows.microsoft.com/en-us/windows/search#q=IE+downgrade&s=Answers

Instructions for setting compatibility mode for Internet Explorer versions 8, 9, 10 and 11 are provided below.

1. Open your IE browser.
2. Click Tools (in the menu bar or Alt+T)
3. Select Compatibility View Settings
4. In the Add this website box, enter: usda.gov
5. Click Add.
6. Click Close.

If your browser is version 9, 10 or 11, please do the following:
NOTE: Performing the following update may not be permitted by your IT administrator and you will need to request assistance.
1. Open your IE browser
2. Click Tools (Alt+T)
3. Click Internet Options
4. Click the Security Tab
5. Click Trusted Sites (the green check mark)
6. Click Sites
7. Type the following into the first field: https://*.usda.gov
Performing this update may not be permitted by your IT administrator
8. Click Add
9. Uncheck the box in the bottom of the window (Require Server Verification..)
10. Click Close

Log out and close your browser. Open a new session and log back in to try the transaction again.

WBSCM Tips

How can I make sure that I have the most current delivery date information when I'm putting in my multi-food orders?

To ensure that you are pulling up the most up-to-date delivery date information for your delivery location, follow these steps in this order.

1. Select the delivery location
2. Click the Update button (Very Important)
3. Select a program
4. Select a product and place it in the cart.
5. Select a delivery date
6. Submit your order

4Note: WBSCM defaults to the next soonest delivery date. If you want to select a date that is further out (while within 30 business days) you can select if from the drop down before saving your order.

A full list of FAQs and tips can be found on the FDD Website at http://www.fns.usda.gov/fdd/WBSCM/WBSCM_General.htm
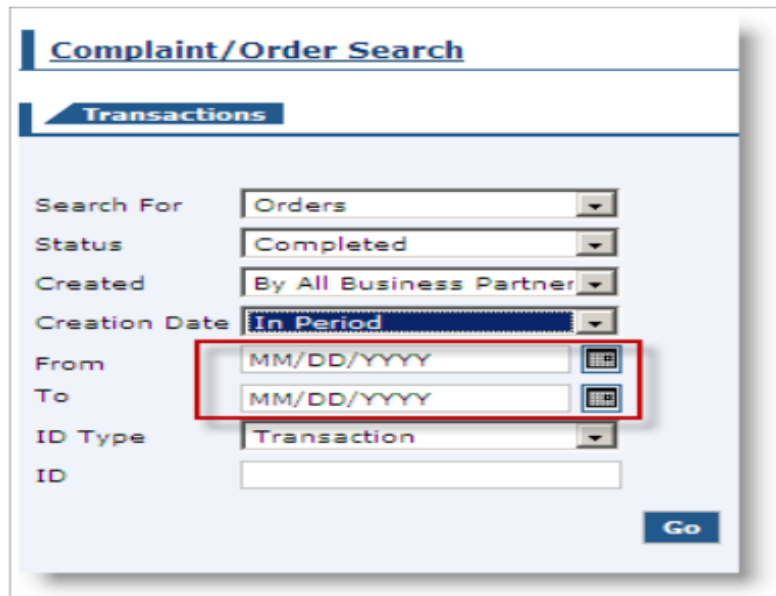

Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at www.fns.usda.gov/fdd/WBSCM and click the link "Email Updates" .

WBSCM Toolbox Spotlight

1. Creating a complaint for an order created more than 12 months ago

If an order was created more than 12 months from the current date you will need to use the Creation Date with "In Period" selected and enter a date range further back.

2. I am unable to view my catalog or commodities in the catalog? What do I do?

If you are the SDA & creating Catalog view (Cview) for your RAs

> Process the Cviews as it has been instructed in the Work Instruction "Create RA Catalog Views"
>
> Make sure the Cviews are created with direct relations to your Product Catalog
> Check to see if the Cviews are not down (on a locked session)
> Check to see if the Cview is selected by default when you process it
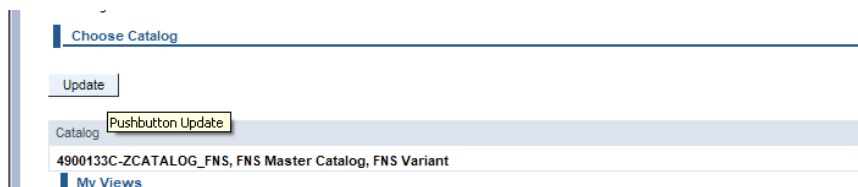

> Check to see if products are selected under the material hierarchy (ENT/ Bonus)
> Check to see if RA organizations are selected under the Cviews, if not then
> Make sure your RAs are associated to the appropriate Program(s) under the Organization Maintenance screen
> Make sure the view is up to date and running (you could make sure by clicking the update button before and after you process a Cview)

> Make sure dates are selected for the product on the delivery date table (it is highly recommended that you refresh the delivery date table frequently by de-selecting and re-selecting delivery dates and saving them afterwards)
> Make sure the Lead Times are within reasonable time frame

Useful Links

WBSCM: http://www.usda.gov/wbscm

FDD: http://www.fns.usda.gov/fdd/wbscm

What's Next?

Future Targeted Initiatives

∗ WBSCM Technical Upgrade

Upcoming Events

Communicate with FNS – questions, concerns, issues

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WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

Call-in phone number is: 877-WBSCM-4U or 877-927-2648

Email inquiries: WBSCMhelp@ams.usda.gov

Web form link on WBSCM Portal : https://srai.service-now.com. From this link users can access a form and submit it to the WBSCM Service Desk as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.

Hours of Operation: 8:00 AM to 6:00 PM ET

Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to jakarra.nichols@fns.usda.gov